MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2021/2022

BMO2034 – MANAGING ORGANISATIONAL BEHAVIOUR

(All Sections/Groups)

08 AUGUST 2022
2:30pm – 4:30pm
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of **TWO (2)** pages with **ONE (1) SECTION.**
2. Answer **ALL** questions. The distribution of the marks for each question is given.
3. Write all your answers in the Answer Booklet provided.

QUESTION 1

Discuss how stereotyping, attribution, self-fulfilling prophecy, halo and false-consensus effects, influence the perceptual process.

(25 marks)

QUESTION 2

The 4-Drive Theory of Employee Motivation states that there are four main drives that motivate employees. In order to maximize motivation, leaders need to provide opportunities for employees to satisfy these four drives.

Identify and explain the **FOUR (4)** main drives and map the connection between each of the four drives with different organisational systems.

(25 marks)

QUESTION 3

A team is defined as a group of people who perform interdependent tasks to work toward accomplishing a common specific objective. Some teams have a limited life: for example, a design team developing a new product, or a continuous process improvement team organized to solve a particular problem. Others are ongoing, such as a department team that meets regularly to review goals, activities, and performance.

Discuss the **FIVE (5)** stages in developing a team.

(25 marks)

Continued .....

QUESTION 4

a) What is conflict?

(3 marks)

b) Explain the **FIVE (5)** types of conflict handling styles with a diagram.

(22 marks)

(Total = 25 marks)

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